

STEP UP AND LEAD

Leadership & Team Building Seminar

Presented by



Deputy Chief
Frank Viscuso

When: July 27, 2019 0800-1700

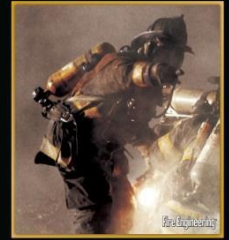
Where: Estes Valley Fire Protection District
YMCA- 2515 Tunnel Rd, Estes Park, CO 80511
Hempel Auditorium

Cost: \$60 Lunch Included

Register: <https://www.estesvalleyfire.org/>

“No one anoints a leader. A person may be assigned to a position or a rank, but no one assigns a leader. Leadership is action, not position.” Frank Viscuso

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FRANK VISCUSO

Course Description:

Every organization's culture is either created by design or default. Creating a culture of exceptional service does not happen by accident. This seminar begins with a discussion on the highest rated emergency service leadership traits. Deputy Chief Viscuso will also cover the necessary leadership skills that are needed to motivate teams and maintain discipline within your organization. Topics will include; mentoring and succession planning, critiquing others, delegating, preventing freelancing, technical report writing, taking on administrative tasks, dealing with insubordination, conducting a post incident analysis, building morale, and leading an organization through change. DC Viscuso will also introduce proven theories, methods and techniques that can help your organization provide exceptional customer service and make a great impression on the people they come in contact with on a daily basis.

About Frank Viscuso:

Deputy Chief Viscuso served the Town of Kearny, New Jersey (Hudson County) for more than 26-years. He is a nationally recognized instructor and speaker, and the author of 6 books including Amazon bestsellers *Step Up and Lead* and *Step Up Your Teamwork*. Over the past decade Chief Viscuso has spoken to audiences in and out of the fire service on many topics, including officer development, leadership, team building, and customer service. Frank has the ability to move people to action. It has become his trademark as a speaker and educator. His fun and highly-motivational seminars are designed to equip people with the necessary skills they will need to excel in their chosen field.

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